



## 5. Rehearsal at Checkout

### Instructor's Guide

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#### Set-up

- Determine time and location for rehearsal activity
- Rehearsal can be performed with or without sample WIC checks and food items
  - If you want to use sample WIC checks, see 3c training activity
- Rehearse key steps of WIC transactions in own mind to be able to coach trainee
  - Add in steps needed for your store's checkout experience/process

#### During the Activity

- Explain that the following rehearsal will help them practice steps that must be followed in the WIC transaction to make it smooth and successful
- Review summary of key steps on "Transaction Process Rehearsal Worksheet" with trainee
- Announce sequence of events that occurs in typical checkout experience and have trainee explain appropriate steps to follow in WIC transaction process
  - Customer arrives
  - Customer announces use of WIC today
    - Ask for WIC check
  - Customer begins placing WIC items on checkout
    - Check that each item is authorized and approved
  - Customer finishes presenting WIC items for purchase
    - Write total amount
  - Customer waits
    - Get signature, secure check, give shopper their receipt, and present items
- Repeat process, as necessary
- Add in common transaction issues to rehearsal and ask trainee to consider best response
  - Customer has mixed WIC and non-WIC items on checkout
  - You write incorrect total purchase amount on check
  - Customer does not sign check

#### After the Activity

- Ask for questions about steps in WIC transaction process